

## Coordinators: Who to Call at U.S. Bank

### CUSTOMER SERVICE:

(888) 994-6722, star key (\*) to speak to a representative

- Declined Transaction Research
- Verify If An Account Has Been Set Up
- Card Activation
- Access Online Password Reset
- To Verify Account Balance
- To Verify Account Status
- Dispute Status
- Verify If A Cardholder Has Moved To A New Approving Official (AO)
- For Access Online W.B.T Password
- Verify Points of Contact
- Assist With Understanding MAT Codes
- To Report A Card Lost or Stolen

### ACCESS ONLINE HELPDESK:

- For Password Reset Call (800) 254-9885, option 2
- For Error Messages, Questions on Access Online
- Reports, Navigational Support, and How to?, Call (800) 254-9885, option 2
- For Access Online W.B.T. Password



### ACCOUNT COORDINATORS

**Nicole DeMario;** 800-254-9885, Opt. 3, x3446029

**Virlisa Lane;** 800-254-9885, Opt. 3, x3443032

**Chris Meyers;** 800-254-9885, Opt. 3, x3446033

- Assist With Agency Reorganizations
- Assist With Mass Maintenance Requests
- Assist With Understanding How To Use Merchant Category Codes
- Assists With Setting Up Access Online Ids
- For Recommendations & Solutions To Questions And Concerns of Agency
- Assist With Training New/Replacement Agency Program Coordinators
- Assists Agency With Analysis Of Reporting

If you reach the voice mail for your Account Coordinator, you may press 0 to speak with any member of the Account Coordinator Service Team. The Account Coordinators are based in Minneapolis, MN, and their office hours are 7:00 am to 6:00 pm Central Time.

### USEFUL WEBSITES:

- <https://access.usbank.com>
- Access Online web-based training (W.B.T.) <https://wbt.access.usbank.com/>
- USDA's Charge Card Service Center website  
<http://usda.gov/procurement/ccsc>